

QUALITY ASSURANCE REPORT - COR 2004

Scope of Review

This report covers the period of January 2004-January 2005 and addresses Vocational and Community Supports services offered by Community Options Resources Enterprise.

General Areas

A. ADMINISTRATIVE

Significant Events from the Agency

(Sites - Day Program Facility at 200 S 24th and Supported Employment through the Career Guidance Center at 2040 Rosebud)

- One additional full time employee was hired for direct care in the document management area. The Career Development Center has begun a social/recreational program for Supported Employment consumers which takes place monthly. This enables consumers to attend events together and form friendships thus assisting in developing a natural supports.
- A job coach has become MRT certified. As a result of the certification Anger Management training will be available to SE consumers.
- An employee at The Career Guidance Center has attained drivers' training certification and is now offering Driver's training to SE consumers.
- The Career Guidance Center also has begun a work skills class curriculum.
- COR has begun job placement services in Bozeman.
- COR has established an Endowment fund.
- COR subcontracts with 4 agencies in Billings to provide needed services.
- The Data Imaging service which was in the planning stages last year is now up and running.
- During the past year several board membership changes there are now many new board members.
- Two individuals were added to the contract this past year due to expansion for individuals graduating from school needing a day program.
- COR has instituted an Employee Recognition program, rewarding employees regularly for outstanding job performance..
- The Active Choices area was enlarged and additional consumers were placed there from the DMS area. A staff person was added to the area as well.
- In-service Training is provided to all staff twice a month and covers such areas as computer training, Stress management, Conflict in the Work Place, Risk Management to name a few. Special training provided to all COR staff is CPR, First Aide Med Certification, Forklift and Bus training.
- Three staff became DDCPT certified in the course of the year.

Transportation:

- No new vehicles were added this year COR continues to operate with a fleet of 13.
- Passenger Assistance training was provided to 8 staff.-
- Approximately 10 staff completed a Defensive Driving course and are now certified.

Policies and Administrative Directives:

COR's Policy Manual was reviewed. COR has service satisfaction survey data . There is no staff satisfaction survey although staff are encouraged to bring their concerns to management. Once again it is suggested that a staff satisfaction survey be developed and include in COR's policy manual. Criminal Background Checks for new employees, Evacuation Drills and Orientation Training, Policies and documentation of attendance by new employees was reviewed. No deficiencies were noted.

QAOS sheet dated 1/27/05 - Commends COR for developing and implementing new Incident management policy within recommended time frame.

Evacuation drills were reviewed and no deficiencies were noted.

Licensing: NA**Accreditation:**

COR was last accredited by CARF June 25-27, 2003. They received a three year accreditation.

Agency internal communication systems:

Staff meetings with direct care staff occur weekly no to discuss on-going concerns and strategies regarding consumers. The meetings have been combined with the newly formed Critical Management team, direct care staff have an opportunity to participate in the team meeting.

The safety committee meets regularly to discuss findings and make corrections as necessary.

In-service training is made available to all staff twice monthly.

Fiscal:

COR's FY '04 end of the year financial report was received as required and submitted to DDP's central office for review. COR's independent audit for FY '04 has also been received by DPHHS's audit department for review. The last desk audit DPHHS's Audit department performed was for the fiscal year ending 6-30-03. This review indicated that COR's independent audit was acceptable and there were no findings or questioned costs identified in the audit report.

SPECIFIC SERVICE REVIEWED

A. Work/Day/Community Employment

Accomplishments:

Please refer to Agency Accomplishments and significant events already cited.

Programmatic Deficiencies:

No significant programmatic deficiencies were noted. Efforts continue to develop more work opportunities for consumers. A plan has been put into effect to offer customer incentives in order to encourage referrals.

B. HEALTH AND SAFETY

Vehicles:

COR continues to have an excellent vehicle safety program. They have provided Passenger Assistance Training, 8 staff are now trained. Staff attended a Defensive Driving course, approximately 10 staff are now certified in Defensive Driving.

Consumers:

COR makes every effort to meet the health and safety needs of consumers served. They make on-going improvements to assure safety.

Medication Safety:

COR has a safe and adequate procedure to distribute medication. Medications are kept in a locked cabinet. A system has been developed to address the issue of PRN medications to assure client safety.

QAOS sheet dated 1/27/05 - commends COR for not having any med errors in 2004 and for consistently submitting med error reports quarterly.

II. SERVICE PLANNING AND DELIVERY

COR supervisor continues to regularly review data and has discussions with each trainer regarding consumer programs. The supervisor utilizes the review information to develop quarterly IP objective reports. The progress report which are sent quarterly clearly depict the status of objectives. All IP's reviewed in the random sample met criteria specified on the checklist.

Leisure/Recreation

COR changed the title of their primary work area from Small Assembly to Document Management Services (DMS). Leisure and Recreation is not emphasized or planned for in DMS. Several individuals who had been working in DMS through choice or who had demonstrated an interest in a less demanding schedule were transferred to the Active Choices area of COR which offers a relaxed atmosphere.. Active Choices emphasizes Leisure and Recreational activities. The day by day activities in this area center around arts and crafts, community outings, exercising on tread mills and stationary bikes and other low keyed pursuits.

Client Rights:

COR is very cognizant of client rights and is proactive in protecting the right of consumers they serve.

Medical/Health care:

COR is very responsive in meeting emergency medical needs and has established a protocol to follow to assure that injured consumers receive prompt medical treatment.

Emotionally Responsible Care Giving

During many random visits though the year staff were observed to be interacting with consumers in an emotionally responsible was even under trying circumstances.

Agency Consumer Satisfaction Surveys:

COR distributes consumer satisfaction surveys at IP meetings. The survey findings are summarized in COR's annual report. The surveys show that individuals typically are satisfied with services received at COR.

III. STAFFING

Screening/Hiring

The personnel records for three newly hired staff were reviewed, all were found to contain documentation of criminal background checks.

Orientation/Training:

The personnel records the three new hires were found to have documentation of orientation training.

QAOS sheet dated 1/27/05 - Commends COR for developing, implementing and orienting Billings' Staff in a timely manner on the new Incident Management policy

Staff client Ratios:

Staff/consumer ratios (1-9) were consistently met throughout the year.

QAS Staff /surveys:

Staff were interviewed , all were able to satisfactorily answer the question in the survey. I was impressed with their knowledge and understanding.

IV. INCIDENT MANAGEMENT

APS:

There was one incident that was reported to APS regarding JPZ . The finding was that the investigation was unable to prove the allegation the case was closed without findings.

The recommendations were: 1. That the alleged perpetrator be in line of sight at all time. 2. That the perpetrator would be escorted or directly observed when walking to and from work areas. 3. That his locker and desk be located near staff. 4. That he use the staff restroom while at work rather than the public one. 5. That all staff be informed of the protocol to be followed. 6. That he is also responsible to maintain line of sight with staff and ask for escorts when needing to go anywhere in the building.

V. COMMUNITY SUPPORTS

COR was serving 43 individuals in FY 2004 in community supports. Since July FY 2005 four individuals left the service and three entered now serving a total of 42. COR is serving individuals in community supports in the following communities in Region III: Big Timber, Reed Point, Harlowtown, Lewistown, Grass Range, Winnet, Roundup, Billings, Hardin, and Lodgegrass..

Quarterly reports have been submitted consistently.

Six random Community Supports Consumer Surveys were reviewed. All indicated satisfaction with services provided through community supports.

QAOS sheet dated 1/28/05 - notes that an Incident report was not submitted for a missing individual in services. An acceptable response was received 1/31/05, indicating the follow-up that would ensue

QAOS sheet dated 1/27/05 - notes that when conducting the Staff Survey with Hardin staff member providing community supports it was found that he had not been oriented and trained re: incident reporting. (Response re: QAOS sheet stated that training would be provided and by when, it is an acceptable.)

Follow-up on recommendations from previous Quality Assurance review.

No recommendations were made in the previous years' report. No follow-up required.

Conclusion

Findings closed

Concerns expressed in Quality Assurance Observation Sheets have been responded to.

Findings Open/Plan of Correction

No findings open; no plans for corrective action required.